

Stewart Veterinary Group Curbside Concierge Appointment Protocol

In light of the novel Coronavirus, we are now asking all clients to remain outside of the building while we provide medical care for your pets. We greatly appreciate your patience as we continue to improve this new system. Though there may be bumps along the road, remain assured that we will still provide the same excellent care to you and your furry family members!

Exams:

1. Call the office (310) 207-0651 when you arrive in the parking lot, and provide our team member with your vehicle type, a very brief description of what you are coming in for, and the best phone number to contact you. Please remain in your car until a staff member comes out to check you in.
2. One of our technicians will meet you at your car and take your pet into the hospital (canine patients will be taken in on one of the hospital's slip leads, feline patients will be taken in their carrier).
3. After the doctor performs an exam, they will call you to get more details, review exam findings, and discuss a plan. Estimates for cost of services are available upon request.
4. Once the proposed treatments are approved by you and performed by our staff, one of our receptionists will call you for payment over the phone.
5. If you stayed for the duration of the exam, a technician will bring your pet outside when the treatments are finished.
6. If you elected to leave, please call us when you are on your way back to the clinic.
7. When your pet is ready, one of our staff members will walk them back to the car. Any medications, food, or supplies going home will be given to you at this time.
8. Note: We are doing our best to remain open and healthy during this troubling time. If you feel that you absolutely need to be with your pet during the exam, we can try to accommodate in outstanding circumstances. This MUST be arranged ahead of time with our hospital manager or doctor.

Technician & Walk-Back Appointments:

1. EFFECTIVE IMMEDIATELY, ALL TECHNICIAN AND WALKBACK APPOINTMENTS MUST BE SCHEDULED IN ADVANCE
2. Call the office (310) 207-0651 when you arrive in the parking lot, and provide our team member with the vehicle type and best phone number to contact you.
3. One of our technicians will meet you at your car and will take your pet into the hospital (canine patients will be taken in on one of the hospital's slip leads, feline patients will be taken in their carrier).
4. After the technicians perform the indicated treatments for your pet, one of our receptionists will call you for payment over the phone.
5. One of our staff members will bring your pet back to the car. They will provide any medications, food, or supplies going home.

Surgeries:

1. When possible, our reception team will email required paperwork the night before. Please fill out the paperwork and email it back to the clinic (info@stewartvet.com). This can be done either by scanning the document, or taking a photo with your smartphone.
2. The morning of surgery, please call the office (310) 207-0651 when you arrive in the parking lot, and provide our team member with the best phone number to contact you.
3. One of our technicians will meet you at your car and will take your pet into the hospital (canine patients will be taken in on one of the hospital's slip leads, feline patients will be taken in their carrier).
4. The doctor will call you after the surgery to discuss any relevant information regarding the procedure, recovery, and discharge of your pet.
5. One of our receptionists will call you for payment over the phone.
6. Please remain in your car and call the clinic when you arrive to pick up your pet.
7. One of our staff members will meet you to go over discharge instructions as well as provide any medications, food, or supplies going home.